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Donald W. Boecke
General Counsel – Maine

March 27, 2002

Overnight Delivery

Mr. Dennis Keschl, Administrative Director
State of Maine, Public Utilities Commission
242 State Street, State House Station 18
Augusta, Maine 04333-0018

Re: Proposed Carrier-to-Carrier Guidelines – Performance Standards and Reports, Docket No. 2000-849

Dear Mr. Keschl:

Enclosed are an original and 4 copies of Verizon Maine's aggregate performance reports for February 2002, using the revised Carrier-to-Carrier (C2C) Guidelines filed with the Commission on December 18, 2001. The revisions to the reports contained in this filing are the result of the October 29, 2001 NYPSC decision approving both consensus and non-consensus proposals by CLECs participating in the carrier working group in New York and overseen by the PSC.

The number of observations shown for Verizon's UNE-2-wire xDSL provisioning and maintenance are associated with Verizon Advanced Data, Inc. ("VADI") and are considered proprietary. A separate proprietary version of the February aggregate reports is being filed under separate cover with the Commission only.

CLECs may obtain carrier specific reports concerning their own operations upon request to their Account Manager and such reports will be provided directly to the CLEC for each subsequent month. The first Attachment to this transmittal letter also provides information regarding a toll-free help-line that is available to CLECs that have questions about the C2C reports they have received. The second attachment is a letter regarding a website that will provide CLECs with the ability to access their Maine C2C reports directly on-line.

Page 2
Dennis Keschl
March 27, 2002

Also included in this filing are Verizon ME's February reports for Special Services, modeled after the reports provided in New York pursuant to the NY PSC order in Cases 00-C-2051 and 92-C-0665, dated 6-15-2001. These reports are not provided as part of the C2C reports.

If you have any questions regarding this matter, please do not hesitate to contact me at the number above. Thank you for your attention to this matter.

Very truly yours,

Donald W. Boecke

Attachments
cc: Service List



October 25, 2001

Dear Recipient of ME Carrier-to-Carrier Performance Reports:

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your Maine Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-ME's Carrier-to-Carrier Performance Reports. The Help Line number is **800-959-9995**.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a help line coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

Escalation Level	Contact	Title	Contact Number
Level 1	Pamela Hunt	Manager	301-236-3894
Level 2	John Keenan	Director	617-743-6547
Level 3	Thomas Sautto	Executive Director	973-649-7025

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

John Keenan
Director - Wholesale Performance Assurance



March 28, 2002

Maine Wholesale Customer:

Starting with the February 2002 performance results, you will be able to access and download aggregate and CLEC-specific Verizon Carrier-to-Carrier ("C2C") Reports and detailed data files from a Verizon web site called WISE (Wholesale Internet Service Engine) Performance Measures.

Instructions for obtaining access to WISE Performance Measures are enclosed in this letter. Verizon has designed the process to be user-friendly. It should take approximately 10 days to obtain a user-id, password, and digital certification. Additionally, the web site will contain links to a user guide that contains directions on how to use the system and documentation on the performance measures.

For those CLECs who already maintain WISE user-ids and passwords for reviewing of FCC reports or State reports, these user-ids and passwords will allow you to review your reports without any additional updating.

For those CLECs who are requesting online access to these reports for the first time, reports will be available as soon as the user-id, password, and digital certificate process is completed. Beginning the following month, you will receive your monthly C2C reports as before and, in addition, you will have the opportunity to download your reports from the WISE web site as well.

Summary of Events

Action	Data Month	Available via WISE
- Obtain IDs for new users - Receive reports via Mail - Reports available via WISE	February 2002	March 28, 2002
- Receive reports via Mail - Reports available via WISE	March 2002	April 28, 2002
- Receive reports via Mail - Reports available via WISE	April 2002	May 28, 2002

If you have any question with this process, please contact Henry Lopez on (617) 743-3574 or via email enrique.j.lopez@verizon.com

Respectfully,

Jim MacDonald
Director – Wholesale Performance Metrics

Attachment

Here's how to obtain access to the Web site:

Minimum software requirements for the Web Browser are Netscape Version 4.7 or Internet Explorer 5.0

- 1) Access the following URL: www.verizon.com/wise This is the initial WISE page. From the pull-down menu, select the appropriate state. Please note that this is an initial step which is only required when requesting access to WISE for the first time.
- 2) From the OSS Internet Gateways pull-down menu, select CLEC Performance Measures.
- 3) Bookmark the CLEC Performance page, as it is the gateway for both the access requests and the reports.
- 4) On the CLEC Performance Measures page, select **"Where to Begin"**. In the **"Where to Begin"** section, there are 3 Steps. These steps will take you through the access process.
- 5) **Step 1:** For "Type of user," select CLEC. You'll be routed to another screen entitled, "CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM – CLECs." To ensure that only authorized employees of eligible CLECs have access to the measurement results, Verizon employs a user ID/password protection program. Complete this form and click on the "Submit" button at the bottom of the screen. Your new WISE login ID and password will be transmitted back to the e-mail address that you provide on this form.
- 6) **Step 2:** Request Digital Certificate. Return to the page bookmarked in 3) above. (URL entitled http://128.11.40.241/perf_meas ug/pmhomepage.htm) Under the "Where to Begin" section, click "Request or Renew your Digital Certificate." You'll be routed to a screen entitled, "How to Request Your Digital Certificate." Since you will access the performance measure results over the Internet, Verizon uses digital certificates as a security measure. Please follow the directions carefully and complete this form. Verizon Communications Security will notify you via e-mail when you can retrieve your digital certificate.
- 7) **Step 3:** Download your Digital Certificate. After you have been notified via e-mail by Verizon Communications Security that you can retrieve your digital certificate, again access the URL entitled that was book marked earlier (http://128.11.40.241/perf_meas ug/pmhomepage.htm) Under the "Where to Begin" section, click on "Download your Digital Certificate." You'll be routed to a screen entitled "How to Retrieve/Download A Digital Certificate." Please carefully follow the directions and download your digital certificate. After you have successfully completed this download, you're ready to access performance reports.
- 8) When you are ready to access performance reports, access the URL entitled that was book marked earlier (http://128.11.40.241/perf_meas ug/pmhomepage.htm) Near the bottom of the screen look, for a section entitled ****** PERFORMANCE MEASURES REPORTS & DOCUMENTATION ****** and click on the text in that box. You'll pass through some security screens (click on "Continue" on these screens) until you reach the main WISE login screen requesting your user ID and password. Type in the user ID and password [IN UPPERCASE] provided in Step 2, above, in order to view performance reports. Once successfully logged in, you will automatically be brought into the WISE Performance Measures screen where you can begin requesting your CLEC-specific report(s).

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

RETAIL PERFORMANCE

ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	96	96	96	96	96	96	96	96	96	96	96	96	96
RETAIL AGGREGATE		98.91											98.91
DSO		98.93											98.93
DS1 & ABOVE		97.67											97.67

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

ACCESS PERFORMANCE													
ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	96	96	96	96	96	96	96	96	96	96	96	96	96
ACCESS AGGREGATE		96.18											96.18
DSO		93.89											93.89
DS1 & ABOVE		97.53											97.53
AFFILIATES		94.87											94.87
DSO		93.33											93.33
DS1 & ABOVE		96.97											96.97
NON-AFFILIATES		96.34											96.34
DSO		94.01											94.01
DS1 & ABOVE		97.57											97.57

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

RETAIL PERFORMANCE													
AVERAGE DELAY DAYS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0
RETAIL AGGREGATE		0.25											0.25
DSO		0.22											0.22
DS1 & ABOVE		1.00											1.00

DELAY DAYS-R

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

ACCESS PERFORMANCE													
AVERAGE DELAY DAYS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0	< 3.0
ACCESS AGGREGATE		16.19											16.19
DSO		23.00											23.00
DS1 & ABOVE		6.27											6.27
AFFILIATES		1.25											1.25
DSO		1.33											1.33
DS1 & ABOVE		1.00											1.00
NON-AFFILIATES		18.78											18.78
DSO		28.00											28.00
DS1 & ABOVE		6.80											6.80

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

RETAIL PERFORMANCE													
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
RETAIL AGGREGATE		**											
DSO		**											
DS1 & ABOVE		**											

** No Orders Missed For Facility Reasons

FACILITY MISS-R

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

ACCESS PERFORMANCE													
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
ACCESS AGGREGATE		**											
DSO		**											
DS1 & ABOVE		**											
AFFILIATES		**											
DSO		**											
DS1 & ABOVE		**											
NON-AFFILIATES		**											
DSO		**											
DS1 & ABOVE		**											

** No Orders Missed For Facility Reasons

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

RETAIL PERFORMANCE													
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0
RETAIL AGGREGATE		0.23											0.23

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

ACCESS PERFORMANCE													
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0	<4.0
ACCESS AGGREGATE		2.87											2.87
AFFILIATES		1.43											1.43
NON-AFFILIATES		3.17											3.17

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

RETAIL PERFORMANCE

TROUBLE DURATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0
RETAIL AGGREGATE		4:21											4:21

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

ACCESS PERFORMANCE													
TROUBLE DURATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0	<9.0
ACCESS AGGREGATE		6:01											6:01
AFFILIATES		3:28											3:28
NON-AFFILIATES		7:13											7:13

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

RETAIL PERFORMANCE													
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5
RETAIL AGGREGATE		7.05											7.05

REPORT RATE-R

MAINE - SPECIAL SERVICES
2002 PUC SCORECARD

SOURCE: WFA

ACCESS PERFORMANCE													
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5	<3.5
ACCESS AGGREGATE		2.54											2.54
AFFILIATES		2.26											2.26
NON-AFFILIATES		2.69											2.69

Carrier to Carrier
Performance Standards and Reports
Verizon Maine February 2002

CLEC Aggregate Performance
OPERATION SUPPORT SYSTEM / BILLING

Metric #	Standard	Actual Performance	Difference	Observations
PO-1 - Response Time OSS Pre-Ordering Interface *				
PO-1-01-6020	Customer Service Record - EDI	Partly plus <= 4 Seconds	1.30	202
PO-1-01-6030	Customer Service Record - CORBA	Partly plus <= 4 Seconds	1.30	39
PO-1-01-6050	Customer Service Record - Web GUI	Partly plus <= 4 Seconds	1.30	5711
PO-1-02-6020	Due Date Availability - EDI	Partly plus <= 4 Seconds	0.06	NA
PO-1-02-6030	Due Date Availability - CORBA	Partly plus <= 4 Seconds	0.06	NA
PO-1-02-6050	Due Date Availability - Web GUI	Partly plus <= 7 Seconds	0.06	180
PO-1-03-6020	Address Validation - EDI	Partly plus <= 4 Seconds	3.95	2
PO-1-03-6030	Address Validation - CORBA	Partly plus <= 4 Seconds	3.95	NA
PO-1-03-6050	Address Validation - Web GUI	Partly plus <= 7 Seconds	3.95	478
PO-1-04-6020	Product & Service Availability - EDI	Partly plus <= 10 Seconds	8.44	NA
PO-1-04-6030	Product & Service Availability - CORBA	Partly plus <= 10 Seconds	8.44	NA
PO-1-04-6050	Product & Service Availability - Web GUI	Partly plus <= 10 Seconds	8.44	12
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Partly plus <= 4 Seconds	4.78	NA
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Partly plus <= 4 Seconds	4.78	NA
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Partly plus <= 7 Seconds	4.78	174
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	Partly plus <= 4 Seconds	4.35	1
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	Partly plus <= 4 Seconds	4.35	2
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	Partly plus <= 4 Seconds	4.35	3216
PO-1-07-6020	Rejected Query - EDI***	Partly plus <= 4 Seconds	0.04	5130
PO-1-07-6030	Rejected Query - CORBA***	Partly plus <= 4 Seconds	0.04	1262
PO-1-07-6050	Rejected Query - Web GUI***	Partly plus <= 7 Seconds	0.04	3224
PO-1-08-6020	% Timeouts - EDI	not > 33%	0.00	315
PO-1-08-6030	% Timeouts - CORBA	not > 33%	0.00	83
PO-1-08-6050	% Timeouts - Web GUI	not > 33%	0.07	12108
PO-1-09-6020	Parsed CSR - EDI	Partly plus <= 10 Seconds	1.30	8
PO-1-09-6030	Parsed CSR - CORBA	Partly plus <= 10 Seconds	1.30	1
*Retail data is obtained from ENVIEW, and the total number of observations is				
PO-2 - OSS Interface Availability				
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	100.00	0.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	100.00	0.00
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00	0.00
PO-2-03-6020	OSS Interf. Avail. - Prime Time - Maint/Web GUI/Pre-Order/Ordering WEB GUI	>=99.5%	99.84	0.70
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - EDI	No Standard	99.73	1.30
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - CORBA	No Standard	99.83	0.80
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)	No Standard	99.08	2.20
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI	No Standard	99.08	2.20
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding	No Standard	100.00	0.00
PO-5 - Average Notification of Interface Outage				
PO-5-01-2000	Average Notice of Interface Outage*	Not more than 20 minutes	15.00	1
PO-6 - Software Validation				
PO-6-01-2000	Software Validation***	<= 5%	0.00	138
PO-7 - Software Problem Resolution Timeliness				
PO-7-01-2000	% Software Problem Res. Timeliness***	>=95%	NA	
PO-7-02-2000	Delay Hrs. - SAV/Ras. - Change - Actions Failed, No Workaround**	48 hours	NA	
PO-7-03-2000	Delay Hrs. - SAV/Ras. - Change - Actions Failed, With Workaround***	10 days	NA	
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Actions Failed, No W/A***	48 hours	NA	
PO-8 - Manual Loop Qualification				
PO-8-01-2000	% On Time - Manual Loop Qualification	95% within 48 Hours	0.00	1
PO-8-02-2000	% On Time - Engineering Record Request	95% within 72 Hours	NA	
PO-9 - Timeliness of Change Management Notice				
PO-9-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.	95%	100.00	1
PO-9-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory	95%	100.00	5
PO-9-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA	
PO-9-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory	No Standard	NA	
PO-9-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA	
PO-9-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory	No Standard	NA	
PO-10 - Timeliness of Change Management Notice				
PO-10-01-6622	% Notices Sent on Time - Regulatory	95%	NA	
PO-10-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.	95%	NA	
PO-10-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA	
PO-10-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA	
PO-10-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No Standard	NA	
PO-10-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA	
MR-1 - Response Time OSS Maintenance Interface				
MR-1-01-2000	Create Trouble	Partly plus <= 4 Seconds	7.68	136
MR-1-02-2000	Status Trouble	Partly plus <= 4 Seconds	4.77	3
MR-1-03-2000	Modify Trouble	Partly plus <= 4 Seconds	7.44	NA
MR-1-04-2000	Request Cancellation of Trouble	Partly plus <= 4 Seconds	8.95	3
MR-1-05-2000	Trouble Report History (by TNCircuit)	Partly plus <= 4 Seconds	0.31	67
MR-1-06-2000	Test Trouble (POTS Only) - ***RETAIL only	Partly plus <= 4 Seconds	55.95	241
BI-1 - Timeliness of Daily Usage Feed				
BI-1-02-2030	% DUF in 4 Business Days	95% in 4 Business Days	99.84	2610401
BI-2 - Timeliness of Carrier Bill				
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	100.00	158
BI-3 - Billing Accuracy & Claims Processing				
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days	95% within 2 Business Days	100.00	17
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	95% within 28 Calendar Days	95.24	21
OD-1 - Operator Services - Speed of Answer				
OD-1-01-1021	Average Speed of Answer - Operator Services - NE OSC	Partly with Retail	2.72	79009
OD-1-02-1021	Average Speed of Answer - Directory Assistance - NE OSC	Partly with Retail	3.64	1204909
Legend Notations defined on Legend sheet - last page				

**Carrier to Carrier
Performance Standards and Reports
Verizon Maine February 2002**

**CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES**

Metric #		Standard	Actual Performance CLEC Aggregate	Number of Observations All CLECs
PO-3 - Contact Center Availability				
PO-3-02-2000	% Answered within 30 Seconds - Ordering*	80% within 30 Seconds	94.33	3743
PO-3-04-2000	% Answered within 30 Seconds - Repair**	80% within 30 Seconds	92.88	91716
OR-8 - Acknowledgement Timeliness				
OR-8-01-2000	% Acknowledgements on Time	95% within 2 Hours	100.00	122
OR-9 - Order Acknowledgement Completeness				
OR-9-01-2000	% Acknowledgement Completeness	99%	100.00	122
OR-10 - PON Notifier Exception Resolution Timeliness				
OR-10-01-2000	% of PON Exceptions Resolved Within Three (3) Business Days	95% within 3 Business Days	UD	
OR-10-02-2000	% of PON Exceptions Resolved Within Ten (10) Business Days	99% within 10 Business Days	UD	
OR-1 - Order Confirmation Timeliness				
OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours	99.90	1013
OR-1-04-2100	% On Time LSRC No Facility Check	95% within 24 Hours	99.07	644
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	97.73	68
OR-2 - Reject Timeliness				
OR-2-02-2320	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	388
OR-2-04-2320	% On Time LSR Reject No Facility Check	95% within 24 Hours	98.93	187
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	43
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification				
OR-1-04-2341	% On Time LSRC No Facility Check	95% within 72 Hours	100.00	6
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	1
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-04-2341	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	6
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	
OR-3 - Percent Rejects				
OR-3-01-2000	% Rejects	No Standard	26.45	2366
OR-3-02-2000	% Resubmission Not Rejected*	95%	NA	
OR-4 - Timeliness of Completion Notification				
OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent	0.25%	UD	
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day	95%	UD	
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days	95%	UD	
OR-5 - Percent Flow-Through				
OR-5-01-2000	% Flow Through - Total	No Standard/Developed	57.48	1764
OR-5-03-2000	% Flow Through Achieved	95%	92.52	1096
OR-6 - Order Accuracy				
OR-6-01-2000	% Accuracy - Orders*	95% Orders without Errors	99.76	339
OR-6-03-2000	% Accuracy - LSRC	not more than 5%	0.22	899
OR-7 - Order Completeness				
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.70	2344
OR-1 - Order Confirmation Timeliness				
OR-1-04-2210	% On Time LSRC No Facility Check: DS0	95% within 48 Hours	NA	
OR-1-04-2211	% On Time LSRC No Facility Check: DS1	95% within 48 Hours	NA	
OR-1-04-2213	% On Time LSRC No Facility Check: DS3	95% within 48 Hours	NA	
OR-1-04-2214	% On Time LSRC No Facility Check: (Non DS0, DS1, & DS3)	95% within 48 Hours	100.00	11
OR-1-06-2210	% On Time LSRC/ASRC Facility Check: DS0	95% within 72 Hours	NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check: DS1	95% within 72 Hours	NA	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check: DS3	95% within 72 Hours	NA	
OR-1-06-2214	% On Time LSRC/ASRC Facility Check: (Non DS0, DS1, & DS3)	95% within 72 Hours	NA	
OR-2 - Reject Timeliness				
OR-2-04-2200	% On Time LSR Reject No Facility Check	95% within 48 Hours	100.00	7
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	
Legend Notations defined on Legend sheet - last page				

Carrier to Carrier
Performance Standards and Reports
Verizon Maine February 2002

CLEC Aggregate Performance
PROVISIONING - RESALE POTS / SPECIAL SERVICES

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
PR-1-04-2100 PR-1-05-2100	PR-1 - Average Interval Offered Average Interval Offered - Dispatch (8-5 Lines) Average Interval Offered - Dispatch (>= 10 Lines)	3.50 3.88	5.00 14.00	10 9	2 2	0.52 2.52	0.40 1.97	-3.48 -5.13
PR-3-01-2100 PR-3-06-2100 PR-3-09-2100	PR-3 - Completed within Specified Days % Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 5 Days (1-5 Lines - Dispatch)	84.38 65.52 97.76	88.59 82.64 98.14	17708 1917 1817	193 58 59		2.63 6.28 1.95	-8.09 -2.07 -4.92
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch	2.37 0.89 7.77 0.03	3.87 0.89 3.13 0.00	254 3168 3168 28418	3 95 95 693	4.01	2.33 2.77 0.07	-0.58 1.67 0.45
PR-5-01-2100 PR-5-02-2100	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days	2.53 0.09	2.08 0.00	3168 3168	95 95		1.63 0.31	0.28 0.29
PR-6-01-2100 PR-6-03-2100	PR-6 - Installation Quality % Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	2.13	1.36 1.10	27034 2283	2283		0.31	2.47
PR-8-01-2100 PR-8-02-2100	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	0.00 0.00	0.00 0.00	31586 31586	789 789			
PR-1-01-2110 PR-1-03-2110	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)	0.81 3.28	1.32 3.84	1859 532	237 51	1.10 1.18	0.08 0.17	-9.36 -3.24
PR-1-01-2120 PR-1-03-2120	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)	0.48 3.02	0.69 4.27	25161 1575	104 11	1.09 1.48	0.11 0.45	-2.15 -2.77
PR-1-12-2103	PR-1 - Average Interval Offered Average Interval Offered - Disconnects	2.69	3.20	8558	277	8.09	0.37	-1.37
PR-1-01-2341 PR-1-02-2341	PR-1 - Average Interval Offered Average Interval Offered - Total No Dispatch Average Interval Offered - Total Dispatch	0.57 3.33	1.17 NA	21 21	8 21	1.06 1.85	0.48	-1.02
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appt. - Customer - Late Order Conf.	NA 0.00 0.00 0.00	NA 0.00 0.00 0.00	33 3 7	1 6 7			
PR-5-01-2341 PR-5-02-2341	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days	0.00 0.00	0.00 0.00	33 33	1 1			
PR-6-01-2341 PR-6-03-2341	PR-6 - Installation Quality % Install. Troubles Reported within 30 Days % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	0.74	0.00 0.00	272 20	20 20		1.98 0.37	
PR-8-01-2341 PR-8-02-2341	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	2.78 0.00	0.00 0.00	36 36	7 7		6.79	0.41
PR-1-06-2200 PR-1-07-2200 PR-1-08-2200 PR-1-12-2200	PR-1 - Average Interval Offered Average Interval Offered - DS0 Average Interval Offered - DS1 Average Interval Offered - DS3 Average Interval Offered - Disconnects	9.17 12.75 10.50 11.58	9.00 9.00 NA 6.75	23 8 2 293	1 1 2 4	1.53 9.72 2.12 7.68	1.56 10.31 3.87	0.11 0.36 1.20
PR-4-01-2210 PR-4-01-2211 PR-4-01-2213 PR-4-01-2214 PR-4-02-2200 PR-4-03-2200 PR-4-08-2200	PR-4 - Missed Appointments % Missed Appointment - Verizon - DS0 % Missed Appointment - Verizon - DS1 % Missed Appointment - Verizon - DS3 % Missed Appointment - Verizon - Special Other Average Delay Days - Total % Missed Appointment - Customer % Missed Appt. - Customer - Due to Late Order Conf.	6.70 19.87 0.00 0.00 2.33	0.00 0.00 NA 0.00 NA	23 6 2 6 3	2 1 3 3 3	1.53	20.78 40.26	0.42 0.41
PR-5-01-2200 PR-5-02-2200	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days	2.70 0.00	0.00 0.00	37 37	3 3		9.73	0.28
PR-6-01-2200 PR-6-03-2200	PR-6 - Installation Quality % Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	0.52	0.00 0.00	769 12	12 12		2.09	0.25
PR-8-01-2200 PR-8-02-2200	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	2.58 0.00	0.00 0.00	39 39	6 6		6.93	0.37

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**CLEC Aggregate Performance
MAINTENANCE - RESALE / SPECIAL SERVICES**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	AR CLECs			
MR-2 - Trouble Report Rate								
MR-2-02-2100	Network Trouble Report Rate - Loop	0.63	0.22	844481	42302		0.04	10.26
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.04	0.04	844481	42302		0.01	-0.24
MR-2-04-2100	% Subsequent Reports		5.58		119			
MR-2-05-2100	% CPE/TOK/POK Trouble Report Rate		0.25		42302			
MR-3 - Missed Repair Appointments								
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	9.09	8.43	517	83		3.40	0.19
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	10.42	0.00	3552	12		8.83	1.18
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	3.85	12.50	52	16		5.50	-1.57
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	4.74	0.00	190	1		21.31	0.22
MR-3-03-2100	% CPE/TOK/POK - Missed Appointment		4.78		105			
MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time To Repair - Total	14.49	10.11	4325	112	15.56	1.49	2.94
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	9.69	10.54	517	83	18.58	2.20	-0.84
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	15.98	13.73	3552	12	14.92	4.31	0.52
MR-4-03-2110	Mean Time To Repair - Central Office Trouble - Bus.	2.82	5.82	52	16	8.68	1.91	-1.57
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	5.83	0.42	190	1	11.09	11.32	0.49
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	82.13	94.84	4325	112		3.67	3.41
MR-4-05-2100	% Out of Service > 4 Hours	77.34	65.06	3080	83		4.66	2.64
MR-4-07-2100	% Out of Service > 12 Hours	50.75	38.55	3080	83		5.56	2.19
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	4.02	4.05	398	74		2.49	-0.01
MR-4-08-2120	% Out of Service > 24 Hours - Res.	20.28	11.11	2670	9		13.42	0.68
MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	13.68	3.57	4325	112		3.29	3.08
MR-2 - Trouble Report Rate								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.24	0.50	2479	202		0.36	-0.70
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.36	0.00	2479	202		0.44	0.82
MR-2-04-2341	% Subsequent Reports		0.00		1			
MR-2-05-2341	% CPE/TOK/POK Trouble Report Rate		5.45		202			
MR-3 - Missed Repair Appointments								
MR-3-01-2341	% Missed Repair Appointment - Loop	66.67	0.00	6	1		50.92	1.31
MR-3-02-2341	% Missed Repair Appointment - Central Office	55.56	NA	9				
MR-3-03-2341	% CPE/TOK/POK - Missed Appointment		0.00		11			
MR-4 - Trouble Duration Intervals								
MR-4-01-2341	Mean Time To Repair - Total	27.87	2.27	15	1	31.01	32.03	0.80
MR-4-02-2341	Mean Time To Repair - Loop Trouble	18.27	2.27	6	1	10.71	11.57	1.38
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	34.27	NA	9		36.68		
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	53.33	100.00	15	1		51.53	0.91
MR-4-07-2341	% Out of Service > 12 Hours	55.56	0.00	9	1		52.38	1.06
MR-4-08-2341	% Out of Service > 24 Hours	33.33	0.00	9	1		49.69	0.67
MR-5 - Repeat Trouble Reports								
MR-5-01-2341	% Repeat Reports within 30 Days	8.67	0.00	15	1		25.77	0.28
MR-2 - Trouble Report Rate								
MR-2-01-2200	Network Trouble Report Rate	0.09	0.11	77763	2649		0.06	-0.39
MR-2-05-2200	% CPE/TOK/POK Trouble Report Rate		0.04		2649			
MR-4 - Trouble Duration Intervals								
MR-4-01-2216	Mean Time To Repair - Total - Non DSO & DSO	9.77	1.25	46	1	16.35	16.53	0.52
MR-4-01-2217	Mean Time To Repair - Total - DS1 & DS3	4.71	4.54	24	2	3.10	15.59	0.01
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DSO & DSO	99.13	100.00	46	1		31.46	-0.35
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	100.00	100.00	24	2			
MR-4-06-2216	% Out of Service > 4 Hours - Non DSO & DSO	41.30	0.00	46	1		49.77	0.83
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	54.17	50.00	24	2		36.67	-0.11
MR-4-08-2216	% Out of Service > 24 Hours - Non DSO & DSO	10.87	0.00	46	1		31.46	0.35
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	0.00	0.00	24	2			
MR-5 - Repeat Trouble Reports								
MR-5-01-2200	% Repeat Reports within 30 Days	24.28	0.00	70	3		25.28	0.66

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Carrier to Carrier
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CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3 - Contact Center Availability			
PO-3-02-3000	% Answered within 30 Seconds - Ordering*	91.26	24801
PO-3-04-3000	% Answered within 30 Seconds - Repair**	92.68	81718
OR-4 - Acknowledgment Timeliness			
OR-8-01-3000	% Acknowledgments On Time	100.00	1315
OR-9 - Order Acknowledgment Completeness			
OR-9-01-3000	% Acknowledgment Completeness	100.00	1315
OR-10 - PON Notifier Exception Resolution Timeliness			
OR-10-01-3000	% of PON Exceptions Resolved Within Three (3) Business Days	UD	
OR-10-02-3000	% of PON Exceptions Resolved Within Ten (10) Business Days	UD	
OR-1 - Order Confirmation Timeliness			
OR-1-02-3143	% On Time LSRC - Flow Through	100.00	192
OR-1-04-3143	% On Time LSRC No Facility Check	100.00	34
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	100.00	4
OR-2 - Reject Timeliness			
OR-2-02-3143	% On Time LSR Reject - Flow Through	100.00	21
OR-2-04-3143	% On Time LSR Reject No Facility Check	100.00	26
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	NA	
OR-6 - Order Accuracy			
OR-6-01-3143	% Accuracy - Orders*	UR	
OR-6-03-3143	% Accuracy - LSRC	0.00	39
OR-7 - Order Completeness			
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	100.00	271
OR-1 - Order Confirmation Timeliness			
OR-1-02-3331	% On Time LSRC - Flow Through	100.00	358
OR-1-04-3331	% On Time LSRC No Facility Check	100.00	358
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	98.67	75
OR-2 - Reject Timeliness			
OR-2-02-3331	% On Time LSR Reject - Flow Through	100.00	175
OR-2-04-3331	% On Time LSR Reject No Facility Check	100.00	103
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	100.00	25
OR-6 - Order Accuracy			
OR-6-01-3331	% Accuracy - Orders*	98.21	335
OR-6-03-3331	% Accuracy - LSRC	0.18	635
OR-7 - Order Completeness			
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	99.67	1203
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification			
OR-1-04-3341	% On Time LSRC No Facility Check	100.00	2
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-04-3341	% On Time LSR Reject No Facility Check	NA	
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	NA	
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification			
OR-1-04-3342	% On Time LSRC No Facility Check	95.24	21
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-04-3342	% On Time LSR Reject No Facility Check	100.00	5
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check	NA	
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification			
OR-1-04-3340	% On Time LSRC No Facility Check	100.00	68
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check	NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-04-3340	% On Time LSR Reject No Facility Check	100.00	12
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check	NA	

continued

**Carrier to Carrier
Performance Standards and Reports
Verizon Maine February 2002**

**CLEC Aggregate Performance
ORDERING - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
OR-3 - Percent Rejects				
OR-3-01-3000	% Rejects (ASRs + LSRs)	No Standard	24.91	1590
OR-3-02-3000	% Resubmission Not Rejected	95%	NA	
OR-4 - Timeliness of Completion Notification				
OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent	0.25%	UD	
OR-4-16-3000	% Provisioning Completion Notifier sent within one (1) Business Day	95%	UD	
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days	95%	UD	
OR-5 - Percent Flow-Through				
OR-5-01-3000	% Flow Through - Total	No Standard Developed	50.27	1130
OR-5-03-3000	% Flow Through Achieved	95%	89.03	638
OR-1 - Order Confirmation Timeliness (ASRs + LSRs)				
OR-1-04-3210	% On Time LSRC No Facility Check DS0	95% within 48 Hours	NA	
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours	NA	
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours	100.00	18
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours	100.00	3
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1 & Non DS3)	95% within 72 Hours	NA	
OR-2 - Reject Timeliness (ASRs + LSRs)				
OR-2-04-3200	% On Time LSR Reject No Facility Check	95% within 48 Hours	NA	
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	13
OR-1 - Order Confirmation Timeliness				
OR-1-08-3210	% On Time ASRC No Facility Check DS0	95% within 72 Hours	NA	
OR-1-10-3211	% On Time ASRC Facility Check DS1	95% within 96 Hours	NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3	95% within 96 Hours	NA	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1 & Non DS3)	95% within 96 Hours	NA	
OR-2 - Reject Timeliness				
OR-2-08-3200	% On Time ASR Reject No Facility Check	95% within 72 Hours	NA	
OR-2-10-3200	% On Time ASR Reject Facility Check	95% within 96 Hours	NA	
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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
PR-1 - Average Interval Offered									
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Party with Retail	3.09	4.68	2107	19	1.42	0.33	-4.86
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Party with Retail	3.09	8.00	2107	1	1.42	1.42	-2.05
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Party with Retail	3.60	10.00	10	1	0.52	0.55	-11.73
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Party with Retail	3.60	NA	10		0.52		
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Party with Retail	3.69	NA	9		2.52		
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Party with Retail	3.69	NA	9		2.52		
PR-3 - Completed within X Days									
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	Party with Retail	84.38	92.00	17708	125		3.26	2.34
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	Party with Retail	85.52	31.25	1917	18		11.93	-2.87
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	Party with Retail	85.52	0.00	1917	1		47.54	-1.38
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop	95%		96.77		31			
PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	Party with Retail	97.76	93.75	1917	16		3.71	-1.08
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform	Party with Retail	97.76	0.00	1917	1		14.80	-6.60
PR-4 - Missed Appointments									
PR-4-02-3100	Average Delay Days - Total	Party with Retail	2.37	1.00	254	1	4.01	4.02	0.34
PR-4-03-3100	% Missed Appt. - Customer	No Standard		2.71					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	Party with Retail	7.77	1.47	3168	68		3.28	1.92
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	Party with Retail	7.77	0.00	3168	6		10.94	0.71
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	Party with Retail	0.03	0.00	28418	177		0.13	0.23
PR-5 - Facility Missed Orders									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop	Party with Retail	2.53	1.47	3168	68		1.92	0.55
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Party with Retail	2.53	0.00	3168	6		6.42	0.36
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Party with Retail	0.09	0.00	3168	68		0.37	0.24
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Party with Retail	0.09	0.00	3168	6		1.23	0.07
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop	No Standard		0.00		65			
PR-6 - Installation Quality									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Party with Retail for Found Troubles	2.13	1.87	27034	717		0.55	0.84
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Party with Retail for Found Troubles	2.13	0.33	27034	305		0.83	2.17
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		0.19		518			
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None - Analysis Only		1.95		717			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform	None - Analysis Only		0.00		305			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	Party with Retail	0.00	0.00	31586	258			
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	31586	258			
PR-9 - Hot Cuts Loops									
PR-9-01-3520	% On Time Performance - Hot Cut	95% Completed Within Window		100.00		200			
PR-9-08-3520	Average Duration of Service Interruption	No Standard		NA					
PR-1 - Average Interval Offered									
PR-1-12-3133	Av. Interval Offered - Disconnects	Party with Retail	2.69	6.08	6558	224	6.09	0.41	-8.22
PR-1 - Average Interval Offered									
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	Party with Retail	0.67	NA	21		1.08		
PR-1-02-3341	Av. Interval Offered - Total Dispatch	Party with Retail	3.33	4.70	21	10	1.85	0.63	-2.16
PR-4 - Missed Appointments									
PR-4-02-3341	Average Delay Days - Total	Party with Retail	NA	2.00		1			
PR-4-03-3341	% Missed Appointment - Customer	No Standard		7.99					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	Party with Retail	0.00	7.99	33	13			
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	Party with Retail	0.00	NA	3				
PR-4-08-3341	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.00		13			
PR-5 - Facility Missed Orders									
PR-5-01-3341	% Missed Appointment - Verizon Facilities	Party with Retail	0.00	0.00	33	13			
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Party with Retail	0.00	0.00	33	13			
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.00		12			
PR-6 - Installation Quality									
PR-6-01-3341	% Install. Troubles Reported within 30 Days	Party with Retail Pots Disp	3.49	0.00	3866	13		5.10	0.68
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None - Analysis Only		7.99		13			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	Party with Retail	2.78	0.00	36	13		5.32	0.52
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	36	13			
PR-1 - Average Interval Offered									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	(No Standard)		NA					
PR-1-02-3342	Av. Interval Offered - Total Dispatch	See Published Interval		5.93		30			
PR-3 - Completed within X Days									
PR-3-10-3342	% Completed in 8 Days (1-5 Lines - Total)	95%		100.00		29			
PR-4 - Missed Appointments									
PR-4-02-3342	Average Delay Days - Total	Party with Retail Special (DSO)	2.50	NA	2		2.12		
PR-4-03-3342	% Missed Appointment - Customer	No Standard		4.55					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<= 5%		0.00		44			
PR-4-08-3342	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.00		44			
PR-4-14-3342	% Completed On Time (with Serial Number)	95%		100.00		35			
PR-5 - Facility Missed Orders									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Party with VADi	0.00	0.00		44			
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Party with VADi	0.00	0.00		44			
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.00		41			
PR-6 - Installation Quality									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Party with Retail Pots Disp	3.49	2.22	3866	45		2.75	0.46
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None - Analysis Only		6.67		45			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Party with Retail	0.00	0.00	23	44			
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	23	44			

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CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
			Vz	CLEC Aggregate	Vz	All CLECs				
PR-1-01-3343 PR-1-02-3343	PR-1 - Average Interval Offered Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch	Party with VAD Party with VAD	3.00	3.03		76				
			3.00	3.00		5				
PR-3-03-3343 PR-3-03-3343	PR-3 - Completed within X Days % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Party with VAD 95% within 3 Business Days	99.29	97.14		70			-1.99	
				97.14		70				
PR-4-02-3343 PR-4-03-3343 PR-4-04-3343 PR-4-05-3343	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch	Party with VAD No Standard Party with VAD Party with VAD	1.22	7.00		1			-8.18	
				2.41						
			19.05	0.00		5			0.97	
			0.80	1.28		76			-0.45	
PR-5-01-3343 PR-5-02-3343	PR-5 - Facility Missed Orders % Missed Appointment - Verizon Facilities % Orders Held for Facilities > 15 Days	Party with VAD Party with VAD	0.00	0.00		5				
			0.00	0.00		5				
PR-6-01-3343 PR-6-03-3343	PR-6 - Installation Quality % Install Troubles Reported within 30 Days % Install Troubles Reported within 30 Days - FOK/TOK/CPE	Party with VAD None; Analyze Only	0.16	0.00		83			0.34	
				1.20		83				
PR-8-01-3343 PR-8-02-3343	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Party with VAD Party with VAD	0.00	0.00		83				
			0.00	0.00		83				
PR-1-01-3345 PR-1-02-3345	PR-1 - Average Interval Offered Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch	Party with VAD Party with VAD	3.00	NA						
			3.00	NA						
PR-3-03-3345 PR-3-03-3345	PR-3 - Completed within X Days % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Party with VAD 95% within 3 Business Days	99.29	NA						
				NA						
PR-4-02-3345 PR-4-03-3345 PR-4-04-3345 PR-4-05-3345	PR-4 - Missed Appointments Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch	Party with VAD No Standard Party with VAD Party with VAD	1.22	NA						
				NA						
			19.05	NA						
			0.80	NA						
PR-5-01-3345 PR-5-02-3345	PR-5 - Facility Missed Orders % Missed Appointment - Verizon Facilities % Orders Held for Facilities > 15 Days	Party with VAD Party with VAD	0.00	NA						
			0.00	NA						
PR-6-01-3345 PR-6-03-3345	PR-6 - Installation Quality % Install Troubles Reported within 30 Days % Install Troubles Reported within 30 Days - FOK/TOK/CPE	Party with VAD None; Analyze Only	0.16	NA						
				NA						
PR-8-01-3345 PR-8-02-3345	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Party with VAD Party with VAD	0.00	NA						
			0.00	NA						
PR-1-06-3200 PR-1-07-3200 PR-1-08-3200 PR-1-09-3511 PR-1-08-3512 PR-1-09-3530 PR-1-12-3200	PR-1 - Average Interval Offered Av. Interval Offered - DS0 Av. Interval Offered - DS1 Av. Interval Offered - DS3 Av. Interval Offered - Total - EEL - Backbone Av. Interval Offered - Total - EEL - Loop Av. Interval Offered - Total - IOF Av. Interval Offered - Discontinuity	Party with Retail Party with Retail Party with Retail EEL Legend EEL Legend IOF Legend Party with Retail	9.17	NA	23		1.53			
			12.75	16.33	8	3	9.72	6.58	-0.54	
			10.50	NA	2		2.12			
				NA						
				14.00	1					
			11.38	6.00	293	1	7.66	7.69	0.70	
PR-4-01-3510 PR-4-01-3530 PR-4-01-3210 PR-4-01-3211 PR-4-01-3213 PR-4-01-3214 PR-4-02-3200 PR-4-02-3510 PR-4-03-3200 PR-4-03-3510 PR-4-08-3200	PR-4 - Missed Appointments % Missed Appointment - Verizon - Total - EEL % Missed Appointment - Verizon - Total - IOF % Missed Appointment - Verizon - DS0 % Missed Appointment - Verizon - DS1 % Missed Appointment - Verizon - DS3 % Missed Appointment - Verizon - Special Other Average Delay Days - Total Average Delay Days - Total - EEL Average Delay Days - Total - IOF % Missed Appointment - Customer - EEL % Missed Appointment - Customer - EEL % Missed Appt - Customer - Late Order Conf.	Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail No Standard No Standard No Standard	16.67	NA	6					
			0.00	NA	2					
			8.70	NA	23					
			16.67	0.00	6	5		22.57	0.74	
			0.00	NA	2					
			0.00	NA	6					
			2.33	NA	3		1.53			
			2.00	NA	1					
			NA	NA						
				60.00						
PR-5-01-3200 PR-5-02-3200 PR-5-04-3200	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days % Orders Cancelled (> 5 days) after Due Date - Due to Facilities	Party with Retail Party with Retail No Standard	2.70	0.00	37	5		7.72	0.35	
			0.00	0.00	37	5				
PR-6-01-3200 PR-6-03-3200	PR-6 - Installation Quality % Install Troubles reported w/in 30 Days - FOK/TOK/CPE	Party with Retail for Found Troubles None; Analyze Only	0.52	20.00	769	5		3.23	-8.04	
				20.00		5				
PR-8-01-3200 PR-8-01-3510 PR-8-01-3530 PR-8-02-3200 PR-8-02-3510 PR-8-02-3530	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 30 Days - EEL Open Orders in a Hold Status > 30 Days - IOF Open Orders in a Hold Status > 90 Days Open Orders in a Hold Status > 90 Days - EEL Open Orders in a Hold Status > 90 Days - IOF	Party with Retail Party with Retail Speciale (DS1) Party with Retail Speciale (DS3) Party with Retail Party with Retail Speciale (DS1) Party with Retail Speciale (DS3)	2.56	0.00	39	5		7.50	0.34	
			0.00	NA	6					
			0.00	NA	2					
			0.00	0.00	39	5				
			0.00	NA	6					
			0.00	NA	2					

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CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			V2	CLEC Aggregate	V2	All CLECs			
MR-2-02-3550 MR-2-03-3550 MR-2-04-3550 MR-2-05-3550	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate - Loop	Parity with Retail	0.83	0.38	844481	12331		0.07	3.50
	Network Trouble Report Rate - Central Office	Parity with Retail	0.04	0.05	844481	12331		0.02	-0.61
	% Subsequent Reports	Assessed UCAW MRAs None: Analyze Only		48.52		105			
MR-3-01-3550 MR-3-02-3550 MR-3-03-3550	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment - Loop	Parity with Retail	10.22	4.26	4081	47		4.44	1.34
	% Missed Repair Appointment - Central Office	Parity with Retail	4.51	16.67	244	6		6.58	-1.42
	% CPE/TOK/FOK - Missed Appointment	No Standard		10.20		49			
MR-4-01-3550 MR-4-02-3550 MR-4-03-3550 MR-4-04-3550 MR-4-07-3550 MR-4-08-3550	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair - Total	Parity with Retail	14.49	14.81	4325	53	15.58	2.15	-0.15
	Mean Time To Repair - Loop Trouble	Parity with Retail	15.05	15.08	4081	47	15.85	2.30	-0.02
	Mean Time To Repair - Central Office Trouble	Parity with Retail	5.18	12.71	244	6	10.33	4.27	-1.78
MR-5-01-3550	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with Retail	13.69	9.43	4325	53		4.75	0.90
MR-2-02-3140 MR-2-03-3140 MR-2-04-3140 MR-2-05-3140	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate - Platform	Parity with Retail	0.63	0.31	844481	2247		0.17	1.92
	Network Trouble Report Rate - Central Office	Parity with Retail	0.04	0.16	844481	2247		0.04	-3.41
	% Subsequent Reports	Assessed UCAW MRAs None: Analyze Only		0.00		11			
MR-3-01-3144 MR-3-01-3145 MR-3-02-3144 MR-3-02-3145 MR-3-03-3140	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment - Platform Bus.	Parity with Retail	9.09	0.00	517	7		10.84	0.83
	% Missed Repair Appointment - Platform Res.	Parity with Retail	10.42	NA	3552				
	% Missed Repair Appointment - Central Office Res.	Parity with Retail	3.85	0.00	52	4		9.98	0.39
MR-4-01-3140 MR-4-02-3144 MR-4-03-3144 MR-4-03-3145 MR-4-04-3140 MR-4-06-3140 MR-4-07-3140 MR-4-08-3144 MR-4-08-3145	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair - Total	Parity with Retail	14.49	7.12	4325	11	15.58	4.70	1.57
	Mean Time To Repair - Loop Trouble - Platform - Bus.	Parity with Retail	8.69	9.42	517	7	18.58	7.07	-0.10
	Mean Time To Repair - Loop Trouble - Platform - Res.	Parity with Retail	15.95	NA	3552		14.92		
MR-5-01-3140	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with Retail	13.69	18.18	4325	11		10.38	-0.43
MR-2-02-3341 MR-2-03-3341 MR-2-04-3341 MR-2-05-3341	MR-2 - Trouble Report Rate								
	Network Trouble Report Rate - Loop	Parity with Retail	0.63	0.00	844980	62		1.01	0.83
	Network Trouble Report Rate - Central Office	Parity with Retail	0.04	0.00	844980	62		0.25	0.18
	% Subsequent Reports	Assessed UCAW MRAs None: Analyze Only		NA		62			
MR-3-01-3341 MR-3-02-3341 MR-3-03-3341	MR-3 - Missed Repair Appointments								
	% Missed Repair Appointment - Loop	Parity with Retail	10.30	NA	4087				
	% Missed Repair Appointment - Central Office	Parity with Retail	6.32	NA	253				
	% CPE/TOK/FOK - Missed Appointment	No Standard		0.00		1			
MR-4-01-3341 MR-4-02-3341 MR-4-03-3341 MR-4-04-3341 MR-4-07-3341 MR-4-08-3341	MR-4 - Trouble Duration Intervals								
	Mean Time To Repair - Total	Parity with Retail	14.54	NA	4340		15.58		
	Mean Time To Repair - Loop Trouble	Parity with Retail	15.05	NA	4087		15.84		
	Mean Time To Repair - Central Office Trouble	Parity with Retail	6.21	NA	253		13.40		
MR-5-01-3341	MR-5 - Repeat Trouble Reports								
	% Repeat Reports within 30 Days	Parity with Retail	13.66	NA	4340				

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**CLEC Aggregate Performance
MAINTENANCE - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
MR-2-02-3342 MR-2-03-3342 MR-2-04-3342 MR-2-05-3342	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Subsequent Reports % CPB/TOK/FOK Trouble Report Rate	Party with Retail Party with Retail Assessed UCAW MRAs None: Analysis Only	0.63	0.00	846980	249		0.50	1.28
			0.04	0.40	846980	249		0.13	-2.89
				0.00		2			
				2.41		249			
MR-3-01-3342 MR-3-02-3342 MR-3-03-3342	MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop % Missed Repair Appointment - Central Office % CPB/TOK/FOK - Missed Appointment	Party with Retail Party with Retail No Standard	10.30	NA	4087				
			6.32	0.00	253	2		17.27	0.37
				0.00		6			
MR-4-02-3342 MR-4-03-3342 MR-4-04-3342 MR-4-07-3342 MR-4-08-3342	MR-4 - Trouble Duration Intervals Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail	15.05	NA	4087		15.84		
			6.21	2.04	253	2	13.40	9.51	0.44
			82.03	100.00	4340	2		27.15	0.66
			50.76	0.00	3089	2		35.36	1.44
			18.19	0.00	3089	2		27.29	0.67
MR-5-01-3342	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Party with Retail	13.66	0.00	4340	2		24.29	0.56
MR-2-02-3343 MR-2-03-3343 MR-2-04-3343 MR-2-05-3343	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Subsequent Reports % CPB/TOK/FOK Trouble Report Rate	Party with VAD Party with VAD Assessed UCAW MRAs None: Analysis Only	0.00	0.00		799			
			0.04	0.00		799			0.54
				0.50		799			
MR-3-01-3343 MR-3-02-3343 MR-3-03-3343	MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop % Missed Repair Appointment - Central Office % CPB/TOK/FOK - Missed Appointment	Party with VAD Party with VAD No Standard	NA	NA					
			0.00	NA					
				0.00		4			
MR-4-02-3343 MR-4-03-3343 MR-4-04-3343 MR-4-07-3343 MR-4-08-3343	MR-4 - Trouble Duration Intervals Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Party with VAD Party with VAD Party with VAD Party with VAD Party with VAD	NA	NA					
			10.78	NA					
			100.00	NA					
			66.67	NA					
			0.00	NA					
MR-5-01-3343	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Party with VAD	0.00	NA					
MR-2-02-3345 MR-2-03-3345 MR-2-04-3345 MR-2-05-3345	MR-2 - Trouble Report Rate Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Subsequent Reports % CPB/TOK/FOK Trouble Report Rate	Party with VAD Party with VAD Assessed UCAW MRAs None: Analysis Only	0.00	NA					
			0.04	NA					
				NA					
				NA					
MR-3-01-3345 MR-3-02-3345 MR-3-03-3345	MR-3 - Missed Repair Appointments % Missed Repair Appointment - Loop % Missed Repair Appointment - Central Office % CPB/TOK/FOK - Missed Appointment	Party with VAD Party with VAD No Standard	NA	NA					
			0.00	NA					
				NA					
				NA					
MR-4-02-3345 MR-4-03-3345 MR-4-04-3345 MR-4-07-3345 MR-4-08-3345	MR-4 - Trouble Duration Intervals Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Party with VAD Party with VAD Party with VAD Party with VAD Party with VAD	NA	NA					
			10.78	NA					
			100.00	NA					
			66.67	NA					
			0.00	NA					
MR-5-01-3345	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Party with VAD	0.00	NA					
MR-2-01-3200 MR-2-05-3200	MR-2 - Trouble Report Rate Network Trouble Report Rate % CPB/TOK/FOK Trouble Report Rate	Party with Retail None: Analysis Only	0.09	1.95	77743	410		0.15	-12.53
				2.20		410			
MR-4-01-3216 MR-4-01-3217 MR-4-04-3216 MR-4-04-3217 MR-4-08-3216 MR-4-08-3217 MR-4-08-3218 MR-4-08-3219	MR-4 - Trouble Duration Intervals Mean Time To Repair - Total - Non DSO & DSO Mean Time To Repair - Total - DS1 & DS3 % Cleared (all troubles) within 24 Hours - Non DSO & DSO % Cleared (all troubles) within 24 Hours - DS1 & DS3 % Out of Service > 4 Hours - Non DSO & DSO % Out of Service > 4 Hours - DS1 & DS3 % Out of Service > 24 Hours - Non DSO & DSO % Out of Service > 24 Hours - DS1 & DS3	Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail	9.77	NA	46		16.35		
			4.71	3.43	24	8	3.10	1.27	1.01
			89.13	NA	46				
			100.00	100.00	24	8			
			41.30	NA	46				
			54.17	35.33	24	6		22.74	-0.92
			10.87	NA	46				
			0.00	0.00	24	6			
MR-5-01-3200	MR-5 - Repeat Trouble Reports % Repeat Reports within 30 Days	Party with Retail	24.29	37.50	70	8		16.00	-0.83

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CLEC Aggregate Performance
TRUNKS

Metric #		Standard	Actual Performance		Number of Observations	
OR-1 - Order Confirmation Timeliness			Aggregate Interconnection			
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)	95% on time, 10 Business Days	100.00	3		
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process	NA			
OR-1-13-5020	% On Time Design Layout Record (DLR)	95% on time, 10 Business Days	100.00	3		
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted Trunks)	95% on time, 10 Business Days	NA			
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)	Negotiated Process	NA			
OR-2 - Relect Timeliness						
OR-2-12-5000	% On Time Trunk ASR Rated (<= 192 Forecasted Trunks)	95% on time, 10 Business Days	NA			
PR-1 - Average Interval Offered			Actual Performance		Number of Observations	
PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	Vz	CLEC Aggregate	Vz	All CLECs
PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	18.00	21.33	1	3
PR-4 - Missed Appointment						
PR-4-01-5000	% Missed Appointment - Verizon - Total	Parity with IXC / FGD	0.00	0.00	168	624
PR-4-02-5000	Average Delay Days - Total	Parity with IXC / FGD	NA	NA		
PR-4-03-5000	% Missed Appointment - Customer	None: Analyze Only	0.00	0.00		
PR-4-07-3540	% On Time Performance - LNP Only	95% on Time	100.00		46	
PR-5 - Facility Missed Orders						
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD	0.00	0.00	168	240
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	168	240
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	168	240
PR-6 - Installation Quality						
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	0.00	168	624
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analyze Only	0.00	0.00	624	
PR-8 - Open Orders in a Hold Status						
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	Parity with IXC / FGD	0.80	0.00	168	624
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	Parity with IXC / FGD	0.00	0.00	168	624
MR-2 - Trouble Report Rate						
MR-2-01-5000	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.00	37551	11347
MR-4 - Trouble Duration Intervals						
MR-4-01-5000	Mean Time To Repair - Total	Parity with IXC / FGD	1.20	NA	1	
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	NA	1	
MR-4-05-5000	% Out of Service > 2 Hours	Parity with IXC / FGD	0.00	NA	1	
MR-4-06-5000	% Out of Service > 4 Hours	Parity with IXC / FGD	0.00	NA	1	
MR-4-07-5000	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	NA	1	
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	NA	1	
MR-5 - Repeat Trouble Report Rates						
MR-5-01-5000	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	NA	1	
NP-1 - Percent Final Trunk Group Blockings						
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.00	0.00	31	10
NP-1-02-5000	% FTG Exceeding Blocking Std. - (No Exceptions)	See Guidelines	0.00	0.00	31	10
NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines	0			10
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines	0			10
NP-2 - Collocation Performance - New						
NP-2-01-8701	% On Time Response to Request for Physical Collocation	95% on time	100.00	3		
NP-2-02-8701	% On Time Response to Request for Virtual Collocation	95% on time	NA			
NP-2-03-8701	Average Interval - Physical Collocation	No standard	NA			
NP-2-04-8701	Average Interval - Virtual Collocation	No standard	NA			
NP-2-05-8701	% On Time - Physical Collocation	95% on time	NA			
NP-2-06-8701	% On Time - Virtual Collocation	95% on time	NA			
NP-2-07-8701	Average Delay Days - Physical Collocation	No standard	NA			
NP-2-08-8701	Average Delay Days - Virtual Collocation	No standard	NA			
NP-2 - Collocation Performance - Augment						
NP-2-01-8702	% On Time Response to Request for Physical Collocation	95% on time	NA			
NP-2-02-8702	% On Time Response to Request for Virtual Collocation	95% on time	NA			
NP-2-03-8702	Average Interval - Physical Collocation - 76 Days	No standard	NA			
NP-2-03-8712	Average Interval - Physical Collocation - 45 Days	No standard	NA			
NP-2-04-8702	Average Interval - Virtual Collocation	No standard	NA			
NP-2-05-8702	% On Time - Physical Collocation - 76 Days	95% on time	NA			
NP-2-05-8712	% On Time - Physical Collocation - 45 Days	See Legend	NA			
NP-2-06-8702	% On Time - Virtual Collocation	95% on time	NA			
NP-2-07-8702	Average Delay Days - Physical Collocation	No standard	NA			
NP-2-08-8702	Average Delay Days - Virtual Collocation	No standard	NA			
Legend Notations defined on Legend sheet - last page						

Carrier to Carrier
Performance Standards and Reports
Verizon Maine February 2002

LEGEND

* = Verizon North (CT, MA, ME, NH, NY, RI, VT)
** = Verizon East (CT, DE, MA, ME, NH, NJ, NY, PA, RI, VA, VT, WV and DC)
*** = MA only
**** = Verizon NE (MA, ME, NH, RI, VT)
***** = NY and CT
***** = NY and CT combined (CLEC result only)
1 = 80% for December 2001 and January 2002 data months
= 85% for February and March 2002 data months
= 90% for April and May 2002 data months
= 95% for June 2002 and forward data months
UD = Performance metric is under development
UR = Performance metric is under review
NA = No Activity
NEF = No Existing Functionality
TBD = Performance standard is to be determined
R3 = Run 3 times per year
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days
10+ Loops, Negotiated
95% Completed Within Window = Standard for Cut-Over Window
1 to 9 lines: 1 hour
10 to 49 lines: 2 hours
50 to 99 lines: 3 hours
100 to 199 lines: 4 hours
200 plus lines: 8 hours
EEL = 1-9 Loops, 15 days
10+, Negotiated
No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities Not Available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities
100% at least 48 hours before due date without facilities